

1 BILL NO. S-82-02-06

2 SPECIAL ORDINANCE NO. S-37-82,

3 AN ORDINANCE approving City Utilities
4 Purchase Order No. A-010411 with TRES
5 Systems, Inc., for an Automated Billing
6 System for City Utilities Operations.

7 BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT
8 WAYNE, INDIANA:

9 SECTION 1. That City Utilities Purchase Order No. A-
10 010411, dated February 2, 1982, between the City of Fort Wayne,
11 by and through the City Utilities Purchasing Agent and the Board
12 of Public Works and TRES Systems, Inc., for:

13 an Automated Billing System for City
14 Utilities Operations,

15 at a cost of \$77,500.00, all as more particularly set forth in
16 said Purchase Order, which is on file in the Office of the
17 Department of Purchasing and is by reference incorporated herein
18 and made a part hereof, be and the same is in all things ratified
19 confirmed and approved.

20 SECTION 2. That this Ordinance shall be effective upon
21 passage and approval by the Mayor.

22 
23 COUNCILMAN

24
25 APPROVED AS TO FORM AND
26 LEGALITY FEBRUARY 5, 1982

27
28 
29 BRUCE O. BOXBERGER, CITY ATTORNEY
30
31
32

Read the first time in full and on motion by Burns, seconded by Stier, and duly adopted, read the second time by title and referred to the Committee City Utilities (and the City Plan Commission for recommendation) and Public Hearing to be held after due legal notice, at the Council Chambers, City-County Building, Fort Wayne, Indiana, on _____, the _____ day of _____, 1982, at _____ o'clock _____ M., E.S.T.

DATE: 2-9-82

CHARLES W. WESTERMAN - CITY CLERK

Read the third time in full and on motion by Burns, seconded by Stier, and duly adopted, placed on its passage. PASSED (LOST) by the following vote:

	AYES	NAYS	ABSTAINED	ABSENT	TO-WIT:
TOTAL VOTES	<u>7</u>	<u>0</u>	_____	<u>1</u>	_____
BRADBURY	<u>X</u>	_____	_____	_____	_____
BURNS	<u>X</u>	_____	_____	_____	_____
EISBART	<u>X</u>	_____	_____	_____	_____
GiaQUINTA	<u>X</u>	_____	_____	_____	_____
NUCKOLS	_____	_____	_____	<u>X</u>	_____
SCHMIDT	_____	_____	_____	<u>X</u>	_____
SCHOMBURG	<u>X</u>	_____	_____	_____	_____
STIER	<u>X</u>	_____	_____	_____	_____
TALARICO	<u>X</u>	_____	_____	_____	_____

DATE: 2-23-82

Charles W. Westerman
CHARLES W. WESTERMAN - CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as (ZONING MAP) _____ (GENERAL) _____ (ANNEXATION) _____ (SPECIAL) _____ (APPROPRIATION) ORDINANCE (RESOLUTION) NO. S-37-82, on the 23rd day of February, 1982.

ATTEST:

(SEAL)

Charles W. Westerman
CHARLES W. WESTERMAN - CITY CLERK

Samuel J. Talarico
PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 24th day of February, 1982, at the hour of 11:00 o'clock PM. M., E.S.T.

Charles W. Westerman
CHARLES W. WESTERMAN - CITY CLERK

Approved and signed by me this 24th day of Feb. 1982, at the hour of 4 o'clock P M., E.S.T.

Win Moses, Jr.
WIN MOSES, JR. - MAYOR

BILL NO. S-82-02-06

REPORT OF THE COMMITTEE ON CITY UTILITIES

WE, YOUR COMMITTEE ON City Utilities TO WHOM WAS REFERRED AN
ORDINANCE approving City Utilities Purchase Order No. A-010411 with
TRES Systems, Inc., for an Automated Billing System for City
Utilities Operations

HAVE HAD SAID ORDINANCE UNDER CONSIDERATION AND BEG LEAVE TO REPORT
BACK TO THE COMMON COUNCIL THAT SAID ORDINANCE PASS.

PAUL M. BURNS - CHAIRMAN *Paul M. Burns*

MARK E. GIAQUINTA - VICE CHAIRMAN *Mark E. GiaQuinta*

JAMES S. STIER *James S. Stier*

JANET G. BRADBURY *Janet G. Bradbury*

ROY J. SCHOMBURG *Roy J. Schomburg*

2-23-82
CONCURRED IN
DATE CHARLES W. WESTERMAN, CITY CLERK

MEMORANDUM

To: Board of Public Works Date: 01/19/82
From: Aaron M. Gluck, Director of Purchases
Subject: Bid Reference Number 0638

Attached are copies of the Bids received for an Automated Utility Billing System for the Fort Wayne City Utilities. Purchase Order Number A-010411 has been assigned to TRES Systems, Inc.

There were two (2) systems bid, and of those systems, the City Utilities Operations and Data Processing Departments have recommended TRES Systems, Inc.

There are two very specific reasons why the Billing System from TRES was recommended, they are as follows:

1. The system bid by American Management Systems, Inc. is unable to provide "Spread Backs" from the collections to the individual Utilities.
2. The system bid by American Management Systems, Inc. is not currently being used by any Utility Company in the country on a full Production Basis. This installation would be a "Test" site for the Vendor. The System bid by TRES Systems, Inc. is currently being used by ninety-one Utility operations and has been tested thoroughly.

The total cost of the above referenced system will be offset over a period of three years or less with "Hard Dollars" through reduction in operating and personnel costs. There will be additional benefits obtained through the acquisition of this system in the way of better accounting of the billing process and through better information for Customer Relations and the Citizens receiving service that require information.

BOARD OF PUBLIC WORKS

FEB 05 1982

Please include the attached supporting information when this ordinance is submitted to City Council for Approval. Also, please insure that no confirming Purchase Order number is given to TRES Systems, Inc. until Purchasing receives written confirmation of Council Approval.

A handwritten signature in dark ink, appearing to read 'A. Gluck', is written over a horizontal dashed line.

Aaron M. Gluck, Director
Department of Purchases

City of Fort Wayne
DEPARTMENT OF PURCHASES
NUMBER ONE EAST MAIN STREET, ROOM 940
FORT WAYNE, IN 46802

MAIL ALL CORRESPONDENCE, CLAIM VOUCHERS, ETC., TO:

CITY UTILITIES OPERATIONS 430
One Main Street
Fort Wayne IN 46802

TRES Systems, Inc.
4255 LBJ Freeway, Suite 220
Dallas TX 75234

DELIVER TO: DEPART-
MENT OR DIVISION

PURCHASE ORDER NUMBER

A- 010411

DATE 2/5/82

REQ. NO. 1

THE ABOVE INFORMATION MUST APPEAR ON ALL INVOICES,
BILLS OF LADING, DELIVERY TICKETS, PACKAGES AND
CORRESPONDENCE.

INVOICE IN DUPLICATE



CIVIL CITY



CITY UTILITIES

APPROPRIATION
AND FUND NUMBER

CASH DISCOUNT TERMS % IF PAID WITHIN DAYS FROM DELIVERY AND
ACCEPTANCE OF GOODS OR PERFORMANCE OF SERVICES. (DEDUCTION FOR DISCOUNT SHOWN BELOW)

QUANTITY ORDERED	UNIT	MATERIALS, SUPPLIES OR SERVICES	UNIT PRICE	AMOUNT
		TAX EXEMPT (UNLESS OTHERWISE INDICATED)		
		PRICES PER BID REFERENCE NO. 638		
		System Charges	\$75,000	
		TRES Customer Information System, Batch and Online, Order Entry		
		Personal Services and Expenses		
		Personal Services (92 manhours)	n/c	
		Reimbursable Expenses	2,500	
		TOTAL PROJECT ESTIMATE	\$77,500	
		SUBJECT TO COUNCILMANIC APPROVAL		
		FOR INFORMATION: AARON M. GLUCK (219) 423-7677		

COMPLIANCE WITH THE
DELIVERY DATE RE-
QUESTED WILL AVOID
FOLLOW UP CORRE-
SPONDENCE

UNLESS OTHERWISE INDI-
CATED THE PRICES SHOWN
INCLUDE ALL CHARGES
FOR DELIVERY, PACKING,
ETC. NECESSARY TO COM-
PLETE DELIVERY TO DES-
TINATION SPECIFIED

NOTE

READ
INSTRUCTIONS ON
THE BACK OF THIS
ORDER

THE CONTRACTOR OR VENDOR
BY ACCEPTING THIS ORDER
AGREES TO THE GENERAL CON-
DITIONS AND TERMS OF AGREE-
MENT ON THE BACK OF THIS OR-
DER

UNLESS OTHERWISE INDICATED,
THE PRICES SHOWN DO NOT IN-
CLUDE TAXES OF ANY KIND.

EXEMPTION BLANKS WILL BE
FURNISHED WHEN NECESSARY

INDIANA SALES TAX EXEMPTION
CERTIFICATE NUMBER
034308-03

IF THIS ORDER DOES NOT
AGREE WITH YOUR QUOTA-
TION KINDLY RETURN
IT WITH AN EXPLANA-
TION.

I HEREBY CERTIFY THAT THE COST OF THE ABOVE PURCHASE IS FULLY COVERED
BY UNENCUMBERED BALANCES IN THE ABOVE FUNDS AND THAT THE EXPEN-
DITURE THEREFORE HAS BEEN DULY AUTHORIZED AND APPROPRIATED.

CITY CONTROLLER

PER

I HEREBY CERTIFY UPON MY OWN PERSONAL KNOWLEDGE THAT THIS ORDER IS
AUTHORIZED BY A PROPERLY EXECUTED AND APPROVED REQUISITION ON FILE
IN THIS OFFICE.

DIRECTOR OF PURCHASES

PER

APPENDIX C

PROPOSAL COST SUMMARY

TO: City of Fort Wayne
City-County Building
One Main Street
Fort Wayne, IN 46802
ATTN: Aaron Gluck

The undersigned, being familiar with the requirements of the City of Fort Wayne Utility Billing System Request for Proposal, proposes to furnish products and services to the City in accordance with that request

The summary below reflects projected City expenses for system acquisition and implementation. It may include cost estimates for items which the undersigned does not propose to furnish and which must be obtained from another source; these items are annotated accordingly. Items not so marked will be furnished by the undersigned at indicated costs.

ITEM

COST

1. Application software and vendor-furnished support software, license.*

\$75,000 ✓

2. Duration of application software warranty (months) 12

3. Maintenance for application software for one year beyond end of warranty.

Our current quote for charges of the Package Maintenance is 10% of the then perpetual license fee per year after the initial maintenance period, but is subject to change at any time prior to TRES's invoice for maintenance.

4. Vendor on-site implementation support:

User and DP training

**92 free manhours to accomplish

Other on-site support

this training

5. Other costs for City implementation.

2,500 ✓

* Provide detail on other options, including annual license cost, in Section 4 of Cost Volume of RFP response. If software is available only under shorter term lease, include that cost in this summary and indicate the term.

** This time is included in license charge and may or may not be sufficient. This time is used for training and installation. Additional support, if needed, is available on a time and material basis.

- 34 -

In submitting this bid, it is understood that the right is reserved by the City of Fort Wayne to reject any and all bids, and to waive any informalities in bidding.

The undersigned further states that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between himself or any other interested party.

OFFICIAL ADDRESS:

TRES SYSTEMS, INC.

4255 LBJ Freeway, Suite 220

Dallas, Texas 75234

PHONE: 214/233-4341

TRES SYSTEMS, INC.

FIRM NAME


Signature of Principal

SVP
Title

DECEMBER 30, 1981

Date

II

III

IV

V

II. ITEMIZED ACQUISITION COST BREAKDOWN

Estimates of TRES charges for assisting the City of Fort Wayne in implementing the Utility Billing System are summarized in this section. The costs referenced in this section are only TRES charges; the City's costs are not included.

BASIS OF CHARGE

TRES charges are rendered as follows:

- TRES Systems
- TRES Professional Services
- Reimbursable Expenses

TRES system prices are standard, one-time licensing fees for the use of the system.

TRES professional (personal) services are charged on an hourly basis in accordance with the TRES Standard Rate Schedule for the hours worked. A copy of the TRES Standard Rate Schedule is included in Section IV.

Reimbursable expenses are for such expenses as living expenses, travel, telephone, etc., incurred on the project. They are invoiced to the client as incurred, with no additional surcharge for processing and handling.

PROJECT COSTS

System Charges \$ 75,000

- TRES Customer Information System,
Batch and Online, Order Entry

Personal Services and Expenses

• Personal Services (92 manhours) N/C
• Reimbursable Expenses 2,500

Total Project Estimate \$ 77,500



III. FUTURE MAINTENANCE COSTS

Our current quote for charges of the Package Maintenance is 10% of the then perpetual license fee per year after the initial maintenance period, but is subject to change at any time prior to TRES's invoice for maintenance.

IV

V



STANDARD RATE SCHEDULE FOR USA

STRICTLY CONFIDENTIAL -- Restricted to only those persons who have a specific need to know these rates.

SYSTEMS REPRESENTATIVE LEVEL

	1	2	3	4	5
HOURLY RATE	35	40	45	50	55

CONSULTANT LEVEL

	1	2	3	4	5	6
HOURLY RATE	60	70	80	95	110	125

TRES SECRETARIES, CLERICAL, AND PROOFING

- Without word processing equipment -- \$20.00 per hour.
- With word processing equipment -- \$25.00 per hour.

TRES KEYPUNCH OPERATORS (with keypunch machines) -- \$20.00 per hour.

REPRODUCTION -- 11¢ per copy

Reimbursable expenses, which are justified as actually and necessarily expended in connection with the performance of services for Client, are billed to Client at cost to TRES. These reimbursable expenses include items such as telephone, travel, per diem (lodging, food, personal), relocation expenses, and contracted keypunching.

Rate classifications of personnel are subject to change from time to time due to promotions. TRES will notify Client, in writing, thirty days in advance of such changes in rate classifications.

For existing agreements, this schedule is subject to change by TRES upon ninety days prior written notice. For new agreements, this schedule is subject to change at any time.

December 12, 1980

APPENDIX C
PROPOSAL COST SUMMARY

TO: City of Fort Wayne
City-County Building
One Main Street
Fort Wayne, IN 46802
ATTN: Aaron Gluck

The undersigned, being familiar with the requirements of the City of Fort Wayne Utility Billing System Request for Proposal, proposes to furnish products and services to the City in accordance with that request.

The summary below reflects projected City expenses for system acquisition and implementation. It may include cost estimates for items which the undersigned does not propose to furnish and which must be obtained from another source; these items are annotated accordingly. Items not so marked will be furnished by the undersigned at indicated costs.

<u>ITEM</u>	<u>COST</u>
1. Application software and vendor-furnished support software, license.*	\$45,000
2. Duration of application software warranty (months) <u>12</u>	
3. Maintenance for application software for one year beyond end of warranty.	<u>10% of license fee</u>
4. Vendor on-site implementation support:	
User and DP training	{ <u>included</u>
Other on-site support	{ <u>20 AMS support days</u>
5. Other costs for City implementation.	<u>travel costs incurred by AMS</u>

* Provide detail on other options, including annual license cost, in Section 4 of Cost Volume of RFP response. If software is available only under shorter term lease, include that cost in this summary and indicate the term.

In submitting this bid, it is understood that the right is reserved by the City of Fort Wayne to reject any and all bids, and to waive any informalities in bidding.

The undersigned further states that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between himself or any other interested party.

OFFICIAL ADDRESS:

1777 N. Kent Street

Arlington, VA 22209-2166

PHONE: (703) 841-6933

American Management Systems, Inc.

FIRM NAME

John O. Line
Signature of Principal

Vice President

Title

December 29, 1981

Date

Section II
Itemized Acquisition Cost

AMS is proposing SUBS at a license fee of \$45,000. This license fee includes maintenance for the first twelve months after installation. Subsequent yearly maintenance periods are optional. The current maintenance price is \$4,500.

AMS will provide 2 copies of SUBS documentation at no additional cost. A total of twenty staff days of implementation assistance will be provided with SUBS.

The cost for the support is included in the license fee. The only additional cost is for AMS out of pocket travel and travel related expenses.

Section III
Future Maintenance Cost

Maintenance services are provided by AMS on a yearly basis after the initial period. The current price for this module is \$4,500. Maintenance cost reflects the general cost of living adjustments so are subject to change on a year to year basis.

Section IV
Cost of Option

AMS is able to offer additional consulting at a rate of \$450.00 per day or an extended support option of 50 days for \$20,000. If consulting is rendered at your location travel expenses are additional.

CITY OF FORT WAYNE
REQUEST FOR PROPOSAL
UTILITY BILLING SYSTEM

December 14, 1981

CITY OF FORT WAYNE
REQUEST FOR PROPOSAL
AUTOMATED UTILITY BILLING SYSTEM
TABLE OF CONTENTS

	<u>PAGE</u>
SECTION I - GENERAL INFORMATION	
1. Purpose of RFP.....	1
2. Background Information.....	1
3. Scope of Proposed Project.....	1
4. Project Funding.....	1
5. Schedule of Activities.....	1&2
SECTION II - INSTRUCTIONS AND CONDITIONS FOR PROPOSAL SUBMISSION	
1. Inquiries.....	3
2. Letter of Intent.....	3
3. Exceptions to Specifications.....	3
4. Implied Requirements.....	3
5. Vendor-Supplied Materials.....	3
6. Optional Features.....	3
7. Training.....	3
8. Multiple Proposals.....	4
9. Contract Development.....	4
10. Proposal Submission.....	4
SECTION III - REQUIREMENTS FOR PROPOSED SYSTEM	
1. General Requirements.....	5
2. Capabilities Checklist.....	5
3. Software Requirements.....	5
4. Acceptance Test.....	5
SECTION IV - VENDOR RESPONSE FORMAT AND CONTENT	
1. Letter of Intent.....	6
2. RFP Response.....	6
3. Number of Copies; Addressing.....	8
SECTION V - PROCESSING OF RESPONSES AND APPROACH TO AWARD OF CONTRACT	
1. Opening Bids.....	9
2. Evaluation of Responses.....	9
3. Evaluation Criteria.....	9
4. City Option.....	10

TABLE OF CONTENTS cont'd

	<u>PAGE</u>
APPENDIX A - CAPABILITIES CHECKLIST	11
APPENDIX B - VENDOR QUESTIONNAIRE	25
APPENDIX C - PROPOSAL COST SUMMARY	32

SECTION I - GENERAL INFORMATION

1. Purpose of RFP: This request solicits proposals to furnish the City of Fort Wayne with an automated Utility billing system. The City seeks software capable of being installed on the City's IBM 4331 Group 2. The City anticipates meetings its financial management requirements in Calendar Year 1982 starting in January, 1982 through acquisition of a software package if that is determined to be feasible. If so, it is the City's intent to make a selection based on responses to this RFP, without again soliciting bids.

2. Background Information:

a. Hardware and System Software: The City now provides DP support using an IBM 4331 Group 2 computer with DOS operating system. Approximately 50 terminals are used to support development and production applications. The system currently has 3 megs of core. It is operating under CICS release 1.41, but it is expected to very shortly function under version 1.5.

b. Application Software: Application systems in production status include payroll, Utility billing, Civil City accounting, purchasing/warehousing, and miscellaneous applications. These systems were developed primarily in-house and are written in COBOL. The Payroll/Personnel may be replaced by modules of the system should the City seek to obtain the same in the near future.

3. Scope of Proposed Project: The City requires a system providing comprehensive and fully integrated support for on line customer inquiry, multiple billing algorithms, multiple meter types, OCR meter book preparation, and OCR remittance processing. It is expected that such a system will interface totally with any Financial Management system selected by the City.

4. Project Funding: This project will be proposed to the City Council of the City of Fort Wayne in January, 1982. Proposals responding to this RFP will be timely with respect to preparation of the proposed Utility budget for Calendar Year 1982. Any contractual agreement concerning payments must be conditional on approval of corresponding funds as part of the respective year's budget appropriation.

5. Schedule of Activities:

<u>ACTIVITY</u>	<u>DATE</u>
Release of RFP to Vendors	12/15/81
Letter of Intent requested by	12/23/81
Proposals Due	1/05/82

5. Schedule of Activities: cont'd

<u>ACTIVITIES</u>	<u>DATE</u>
Completion of Evaluation and Tentative Selection.	1/12/82
Introduction to City Council	1/12/82
Formal Approval of Project and Vendor Notification	Approx. 2/01/82
Execution of Contract	2/01/82
Initial Operational Capacity (1)	5/01/82

1/ Target date is critical, and vendors' proposed dates will be a factor in proposal evaluation.

SECTION II - INSTRUCTIONS AND CONDITIONS FOR PROPOSAL SUBMISSION

1. Inquires: General questions concerning this RFP may be referred to City of Fort Wayne, ATTN: Aaron Gluck, Purchasing Director, City-County Building, One Main Street, Fort Wayne, Indiana 46802. Phone (219) 423-7037. Questions concerning specific functional requirements, including those detailed in Appendix A, Capabilities Checklist, should be referred to Alan Zirkle, Director of Operations, (219) 423-5146.

2. Letter of Intent: It is requested that vendors who intend to submit proposals so notify the City of Fort Wayne in writing by December 23, 1981. The letter of intent should include:

a. A list of at least five (5) governmental agencies using the proposed software. It is desirable that these agencies be local governments with requirements similar to City of Fort Wayne. For each of these user references, please provide address, name of knowledgeable person to contact, phone number, date system became operational, and comments noting agency's software.

3. Exceptions to RFP Specifications: It is intended that this RFP describe City requirements and response format in sufficient detail to secure comparable bids. However, bidders are not precluded from submitting proposals which differ from the described specifications. Such proposals to be in the interest of the City, they will be considered.

4. Implied Requirements: All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, shall be included in the bid.

5. Vendor-supplied Materials: Any material submitted by a vendor shall become the property of the City unless otherwise requested at the time of submission. Any material that is to be considered as confidential in nature must be so marked.

6. Optional Features: Proposals may contain description of minor options or alternatives which may be available to the City; these descriptions must clearly identify such items as options, and indicate any cost impact. Base costs shown in the Proposal Cost Summary are to exclude costs of such options. The cost data volume of each response should identify and itemize separately and actual cost impact of such options.

7. Training: Proposals shall include all required on-site training of user and DP personnel, including technical training in the use of any proposed systems software.

8. Multiple Proposals: Any major variations or alternatives, such as language other than COBOL, should be presented as additional proposals. Such secondary proposals should follow the same instructions and format as the primary proposal, but need include only information which differs from it.

9. Contract Development: If it accepts a proposal, the City intends to enter into a contractual agreement with the vendor providing the selected system. Contract discussion and negotiation will follow selection of the apparent successful bidder. Because of the complex nature of this acquisition, it is unlikely that an award will be made directly on the basis of proposal content. The City reserves the right to negotiate further with one or more vendors. The content of the RFP and the successful bidder's proposal will become an integral part of the contract, but may be modified by provisions of the contract. Vendors must be amendable to inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection process. Vendors are requested to submit current contract forms with their response for review by the City.

10. Proposal Submission: Proposals are to be submitted in accordance with the instructions in Section IV, by the date specified in Section I, para 6 (Schedule of Activities).

SECTION III - REQUIREMENTS FOR PROPOSED SYSTEM

1. General Requirements:

a. Preceding paragraphs covering purpose of the RFP, current applications, scope of project and acceptable alternatives are descriptive of general requirements.

b. The system acquired must have a capability for on-line data entry, file maintenance, transaction editing, and inquiry. The system must also have the ability to process transactions in an off-line batch mode so as to better manage computer resources.

2. Capabilities Checklists: Appendix A is a checklist of desired system features. The checklist is to be completed by vendors and returned with proposals.

3. Software Requirements:

a. Although the implementation plan may reflect deferred acquisition of some software components, the vendors cost data (Section IV, Paragraph 2.b) and other parts of the response must address all functional requirements outlined in the RFP.

b. Documentation must include instructions for users, computer operators, programmers, and systems administrators.

c. Full maintenance documentation is desired for all vendor-provided software, to include narrative and graphic descriptions and program source listings. Programs should be annotated and formatted to facilitate maintenance.

d. Note the vendor's intent to support their software application during the seven (7) years following installation date.

e. The program language should be COBOL. Any variations should be specified on Page 4, paragraph 8, Multiple Proposals.

4. Acceptance Test: An acceptance test will be developed by the City with support from the selected vendor. Test objectives will be to determine that the delivered system interfaces appropriately with all other of the City's systems and performs adequately, and that it meets the City's requirements established during selection. Results will be used to determine the vendor's satisfaction of contractual obligations for delivery of an operational system.

SECTION IV - VENDOR RESPONSE FORMAT AND CONTENT

1. Letter of Intent: See Section II, Paragraph 2.

2. RFP Response: Proposals should be presented in four (4) separate volumes organized as described below. Adherence to this format is important to the City's evaluation process.

a. Volume I - Descriptive Information: This volume should stand alone as a description of the proposal and not require reference to other materials. It should contain the following sections only, in the sequence listed.

Section 1 - Proposal Summary: A non-technical summary providing a management-oriented overview of the proposal. It should identify software modules and the functional capabilities they will provide, project phasing and organization, vendor support, and City responsibilities and resources required. Do not include cost data in this volume.

Section 2 - Proposed Approach: Describe the proposed approach to providing the City with the required capabilities. Include sufficient detail for technical evaluation. It is not necessary to repeat information contained elsewhere in Volume I; reference other sections as appropriate.

Section 3 - Project Organization:

(1) Describe a recommended time-phased implementation plan reflecting major tasks and milestones in planning, preparation, training, testing, and acceptance. Describe City responsibilities, and all resources required.

(2) Describe the scope and level of effort of vendor support for the project implementation. Identify by name the personnel who will be assigned to provide the on-site support, and describe their backgrounds and pertinent experience. Identify any sub-contractors to be employed, and their role.

Section 4 - Capabilities Checklist: Include a copy of the checklist provided as Appendix A to this RFP, completed in accordance with accompanying instruction.

Section 5 - Software Description:

(1) Provide any additional software information necessary to show satisfaction of City requirements, or to describe features of potential value to the City but not specified as requirements.

(2) Identify any requirements for new systems software or development software; if any of these are not included in the bid, so indicate.

Section 6 - Client References: To augment references provided with the letter of intent, provide a listing of other installations of the proposed software, with operational dates and points of contact.

Section 7 - Other Information (Optional): Include other information considered necessary to an understanding or evaluation of the proposal. Attention is invited to the evaluation criteria listed in Section V of the RFP. Limit to six (6) pages.

b. Volume II - Cost data: This volume should contain all cost information for the proposal. Prices must be valid through March 1, 1982.

Section 1 - Completed Proposal Cost Summary: (A blank copy is attached as Appendix C to the RFP.)

Section 2 - Itemized Acquisition Cost Breakdown: Provide an itemized breakdown of costs reflected in the Proposal Cost Summary: Show license fees and one year maintenance costs for all required application software by modules; estimated costs of any site preparation; purchase and maintenance costs for all required new systems software and program development software; costs of vendor on-site support for project implementation, to include training; any other costs which the City will incur in implementing the project. Show all discounts for which the City is eligible. Show sub-totals and totals corresponding to those included in the Proposal Cost Summary.

Section 3 - Future Maintenance Costs: Itemize maintenance costs for one full year. Include maintenance for: (a) all application software, and (b) support software provided by vendor.

Section 4 - Cost of Options: Provide detailed cost information for any optional program modules or other items described in the response, and now included in Section 1 and 2. Indicate rates charged for optional consulting and programming work, both on-site and at vendor's location. Show fee for perpetual license for each software module.

Section 5 - Vendor Financial Status: Provide information to support an evaluation of the Vendor's current financial status.

c. Volume III - Sample Contract and Documentation:

Section 1 - Sample Contract: Provide for City's review a sample copy of Vendor's contract forms.

Section 2 - Sample Documentation: Provide sample documentation as follows:

(1) A program source listing which illustrates typical program structure and annotation.

(2) Portion of user manual describing detailed procedure for year-end closing of accounting files, and related user capabilities.

(3) Portion of operations manual.

(4) Documentation describing recovery and restart procedures to be employed in the event of accidental destruction of general ledger account records.

(5) Portion of data entry instructions.

d. Volume IV - Additional Material (Optional): Include in this volume any desired additional information or promotional materials.

3. Number of Copies: Volumes I and II should be provided in one copy, Volumes III and IV and one copy. Copies should be packaged together in one separate sealed envelope marked "SEALED BID FOR UTILITY BILLING SYSTEM." All volumes, including this sealed envelope, may then be forwarded in one container. Address responses to:

City of Fort Wayne
ATTN: Aaron Gluck
Purchasing Department
City-County Building
One Main Street
Fort Wayne, IN 46802

SECTION V - PROCESSING OF RESPONSES AND APPROACH TO AWARD OF CONTRACT

1. Opening of Bids: Sealed proposals will be accepted until 12:00 noon on the "Proposals Due" date as shown in the Schedule of Activities (Section I, Paragraph 6). Immediately thereafter, all bids will be publicly opened and the Proposal Cost Summary read aloud in the presence of any bidders in the Board of Works Hearing Room. Bidders are invited but not required to attend the bid opening.

2. Evaluation of Responses:

a. Proposals will first be examined to eliminate those which do not respond to stated requirements, and to identify the several most promising responses.

b. The most promising responses will be evaluated in detail. Systems documentation and additional information may be sought from vendors. Vendors may be asked to present and explain their proposals at management and technical levels. The proposal which then appears most favorable to the City will be compared to other proposals of lower cost. This analysis will examine differences in costs and benefits; cost differences must be justified by the value of the greater benefits.

c. The detailed evaluation will result in selection of an apparent successful bidder. Contract negotiation then will be started as soon as possible. (Attention is invited to Section II, paragraph 9, Contract Development.) If a contract for any reason cannot be negotiated, another vendor will be selected as the apparent successful bidder.

3. Evaluation Criteria: Factors to be considered in evaluation will include:

a. Ability of vendor to satisfy functional requirements and other objectives. Focus is on attributes of the proposed application software.

b. Total system costs, including costs of vendor's products and services, system software purchase and maintenance costs, installation costs, and cost to City of resources required to support installation and operation of the system.

c. Vendor's ability and willingness to make needed software modifications as part of the proposed implementation.

d. Anticipated level, timeliness and quality of vendor's support during and after planning and implementation.

- e. Vendor's implementation plan and personnel assigned.
- f. Vendor's ability to meet an operational readiness by an agreed-upon date.
- g. Time required for installation of an operational system.
- h. Ease with which the City can effect future software changes.
(Primarily dependent on completeness and quality of program maintenance documentation.)
- i. Favorable assessment, by other clients with similar needs, of the vendor's proposed products and services.
- j. Characteristics of support software.
- k. Vendor's experience in installing proposed software.
- l. Vendor's experience with local governments and other governmental users.
- m. Vendor's general qualifications including such factors as organization size, financial position and time in business.
- n. Availability from vendor of integrated software modules addressing a broad range of financially related applications.

4. City's Option: The City reserves the right to reject any or all bids, to waive any informalities in the bids received, and to accept the proposal deemed most advantageous to the City.

APPENDIX A
CAPABILITIES CHECKLIST

CITY OF FORT WAYNE
REQUEST FOR PROPOSAL
UTILITY BILLING SYSTEM

APPENDIX A CAPABILITIES CHECKLIST

Vendors are requested to use this checklist to describe the proposed software's specific functional capabilities. The purpose is threefold; (a) to assist the City in identifying areas on which to focus in later discussions; (b) to support efficient comparison and evaluation of proposals; (c) to indicate general system requirements to vendors. Completion of the checklist in accordance with instructions below is essential to satisfy the first two of these purposes.

Taken collectively, capabilities listed do indicate general requirements. Individually, the items vary in importance. The importance of many depends on the approach which a proposed system takes in handling implied broader needs; that importance can be determined only in the context of a specific proposal. Hence, vendor responses to individual checklist items will not be evaluated in isolation, or without considering total capabilities described in a proposal.

Capabilities are grouped by category as a matter of convenience. They are listed in the category to which they appear most closely related. Some are applicable to more than one category. The list following each category heading should not be construed as all-inclusive.

Vendors should make entries in the "Vendor Status" column as follows:

- N - (Now) Full capability is now provided by the proposed software.
- A - (Add) Full capability not provided now, but will be added prior to system installation at no additional cost.
- P - (Partial) Will be provided only in part, or not as described. (Please explain by comment.)
- X - (No) Not provided. (May explain by comment.)

Comments to explain P and X entries should be inserted below the corresponding items. A continuation sheet may be used.

Questions concerning specified user-oriented functional capabilities may be referred to Alan Zirkle, Director of Operations, (219) 423-5146.

GENERAL:

- | | |
|---|--|
| 1. All modules of the system should employ CRT terminals for on-line: | |
| a. Transaction entry, correction, and editing | |
| 2. b. File maintenance | |
| 3. c. Initiation of report production and other batch jobs (through text editor located on-site) | |
| 4. d. Inquiry | |
| 5. Terminal use based on a "menu" approach, whereby user selects functions to be performed based on displayed information. | |
| 6. Minimize user requirements for input form preparation and data entry, through use of tables, a data base, or by other means. | |
| 7. Provide for one-time entry of data supporting internal double entry fund accounting. | |
| 8. Support reporting by fund, organizational element, appropriation, program, and project or grant. | |
| 9. Modified accrual accounting, expenditures on accrual basis, revenues on either cash or accrual basis as specified by user. | |
| 10. User-defined fiscal year-end. | |

11. Provide security facilities allowing user to selectively limit access to files and programs on the basis of requester's ID, passwork, terminal used and function performed (read vs. write).	
12. Provide full backup capabilities and facilities for recovery and restart following system or program failure, or detection of a data exception.	
13. Provide capability to use a transportable storage medium to permit off-site storage of backup files.	
14. Updating to occur as entered or at least on a daily basis.	
15. Transaction detail listings to be available daily, monthly, year-to-date, and potentially life-to-date, with variable formats.	
16. Provide facilities to support detailed auditing in accordance with established procedures. Requirements include a sound audit trail, reconstructible data and adequate record retention.	
17. Provide capability to easily modify reporting structures.	
18. Provide for recording transactions and costs at "cost center" level and for accumulating to higher reporting levels.	
19. Provide on-line, high volume maintenance capabilities for account additions and deletions, and specification of exception parameters and report options.	
20. Accomodate the new 9-digit ZIP code.	

CONTROLS:

21. Batch controls on all transaction groupings.

22. Provide a batch balance report allowing comparison of manual and machine-developed totals for transactions.

23. Internal balancing of all funds.

24. Out-of-balance batches to reject batch and perform corrections on-line.

25. Provide automated checks for proper sequence of jobs in multi-job runs.

26. Data files to contain control record counts and dollar totals which are used for verification of processing.

VALIDATION, EDITING, CORRECTIONS:

- | | |
|--|--|
| 27. Provide for validation, editing and correction of input data before it is entered into ledger files. | |
| 28. Provide positive verification of account number input (matching key) prior to ledger-file update. | |
| 29. Edit all transactions, both financial and non-financial. | |
| 30. Provide capability to produce printed batch and/or transaction listings which clearly identify errors. | |
| 31. Provide for editing to be completed prior to updating of ledger and table records to insure only clean data is used. | |
| 32. Provide error recycle file to reduce error correction effort, and allow correction input on error fields only. | |
| 33. Automatically create appropriate entries to maintain balance of the system, adjusting for erroneous transactions rejected during edit phase. | |
| 34. Validation capability for maintenance changes showing "changed from _____ to _____". | |
| 35. Validate each accounting transaction for balance before accepting. | |
| 36. Provide for on-line correction and/or modification of previously made entries by authorized users. | |

Capability	Vendor Status
<p><u>PROGRAM ACCOUNTING:</u></p> <p>37. Support a user defined program structure independent of organization and appropriation.</p>	
<p>38. Report revenues and expenditures by program on the same report.</p>	
<p><u>ORGANIZAITONAL (RESPONSIBILITY) REPORTING:</u></p> <p>39. Provide the capability for a user-defined organization structure.</p>	
<p>40. Provide a variable number of detail cost centers within any organizational element.</p>	

Capability

Vendor
StatusUNIT OF SERVICE AND STATISTICAL REPORTING:

41. Provide capability for unit-of-service cost reporting, and for recording and reporting units of service at any level of organization, program, and project.
42. Support reporting of multiple units of service at cost center or any level of organization or program (actual vs. budget, with unit cost calculated.)
43. Provide ability to post non-financial transaction data for use by the general ledger subsystem, and other subsystems as required, to support performance analysis.

Capability

Vendor
StatusSYSTEM-GENERATED REPORTS:

44. Report at user-specified organizational levels with Program and/or Project, with roll-up summaries.

45. Permit all reports, routine and exception, to be produced automatically or on request, at the user's option.

46. Allow for a user-specified, flexible reporting schedule, with capability to produce reports:

- (a) Daily
- (b) Weekly
- (c) Monthly
- (d) Quarterly
- (e) Annually
- (f) On-call

47. Report all transactions on formatted reports. Allow user to select report sequence, totalling and level of detail to be printed..

Capability	Version Status
<p><u>INQUIRY/REPORT WRITER CAPABILITY:</u></p> <p>48. Provide facilities to generate periodic and ad hoc reports using a flexible, user-oriented report writer capability, with output to terminal or printer.</p> <p>49. Permit retrieval of transaction and file record data using multiple selection criteria.</p> <p>50. Provide selective user access to all appropriate on-line files or sections of the data base.</p> <p>51. Report writer able to perform the following calculations:</p> <ul style="list-style-type: none"> -- Account add, subtract, divide, multiply -- Calculate change and percent of change <p>52. Computations to take place immediately so that the result can be used by later calculations employed for the same report.</p> <p>53. Permit each calculation to contain multiple factors, including user-defined constraints.</p> <p>54. Allow the user to define formats, and compile data fields and description fields in a desired display format. The user should be able to display accounts or cost centers or time periods in line sequence or in column sequence.</p> <p>55. Allow the user to control the printed line/column total line. Permit multiple accounts to be summarized and reported on one report line or column, without having to specify a calculation. Permit a total line to be created by adding or subtracting a series of detail accounts.</p> <p>56. Report writer able to provide run time options allowing the user to alter:</p> <ul style="list-style-type: none"> -- The sort key -- Report frequency -- Sub-totalling options -- Choice of summary or detail 	

* N=Now, A=To be added, P=Partial or not as described, X=Not provided

INQUIRY/REPORT WRITER CAPABILITY, continued:

- | | |
|---|--|
| 57. Permit user to define report title and columnar captions. | |
| 58. Permit user to define different data line formats within the same report. | |
| 59. Permit user to determine the number of print lines per page. | |
| 60. Permit user to specify the spacing between columns. | |
| 61. Permit user to designate specific fields as sort keys. | |
| 62. Permit at least five separate levels of subtotals within the body of the report. | |
| 63. Permit total lines to be formatted differently than data lines. | |
| 64. Permit user to control the spacing between print lines. | |
| 65. Provide user option to suppress the printing of zero value lines or columns. | |
| 66. Headers and titles should be repeated automatically on continuation pages, and number incremented on multiple page reports. | |
| 67. Provide option to produce output in report format or in transaction format. | |
| 68. Permit production of multiple reports in one report cycle. | |

INQUIRY/REPORT WRITER CAPABILITY, continued:

69. Allow the user to specify which cost centers and hierarchy units will be printed.

70. Allow the user to sort reports to specified output devices for storage or printing.

71. Provide ability to produce monthly reports for any prior month in current year or the previous year.

72. Provide ability to show multiple months' data on the same report (i.e., Jan., Feb., Mar., ...Dec.).

Capability

Vendor
StatusUTILITY BILLING

73. Provide multiple path inquiry.

74. Allow for flexible proration.

75. Provide aged trial balancing.

76. Provide variable period consumption estimation.

77. Provide spread backs.

78. Allow for unique charges.

79. Provide custom billings.

80. Provide invoicing.

81. Provide shut-off notices.

82. Provide billing registers.

Capability	Vendor Status
<u>UTILITY BILLING, continued</u> 83. Provide final listings.	
84. Provide past-due finals.	
85. Provide refunds on-line.	
86. Provide new meter sets.	
87. Allow for variable length meter numbers.	

APPENDIX B
VENDOR QUESTIONNAIRE

CITY OF FORT WAYNE
REQUEST FOR PROPOSAL
UTILITY BILLING SYSTEM

APPENDIX B
VENDOR QUESTIONNAIRE

Vendors are requested to respond to each of the following questions and requests, using the space following each question. Attach continuation sheets as required. Include the completed questionnaire as Section 5, Volume III of the RFP response.

GENERAL

1. How can the City of Fort Wayne best validate the capabilities of the proposed system prior to selection?

2. a. Will the vendor demonstrate the proposed system?

b. If so, when and where?

3. If selected as a "finalist", how does the vendor propose to present additional information to City management and technical personnel?

4. a. What application software is available from the vendor, in addition to that proposed, which would be of potential value to the City?

- b. To what extent can it interface with the proposed software without modification of either?
 - c. What is the number of current users of the proposed software?
5. a. What "human engineering" features have been incorporated in the user's CRT interface with the system?
- b. What other system design features facilitate user training and acceptance, and enhance user productivity?
6. Does the vendor have a users' group? If so, how many members? (Please identify a point of contact, with phone number.)

IMPLEMENTATION -

7. a. What acceptance tests does the vendor propose? (Indicate nature and scope)
- b. Will the City participate in developing test files, and provide specific transactions to be used in acceptance tests?
8. a. What training will be needed for City user personnel? (Indicate subjects, objective, and time required.)

- b. For DP operations personnel having responsibility for CPU operation and program maintenance?
 - c. Where, and by whom, will training be conducted?
-
- 9. Is all required training included in the Proposal Cost Summary? (See Section IV, Paragraph 3b.)
 - 10. What City resources will be required in implementing the system?
 - 11. What will be the City's responsibilities in support of system implementation?
 - 12. What contract provision will provide assurance of timely delivery?
 - 13. In what language, and what version and level of that language are the programs written?

14. Is all proposed software, including identified optional software, now in existence (i.e., tested, debugged and in production)?

15. a. Has the proposed software been developed to meet specific functional standards or requirements, i.e., Restatement of GAAFR?

- b. If so, do functional capabilities comply fully with such standards, or are there exceptions? (List exceptions.)

16. What file structure and access methods are employed?

17. Are any program development aids (e.g., high level languages, screen development tools, debug tools) provided as part of the proposed package? (Identify, describe, and indicate origin and by whom they are supported.)

18. Is a "report generator" module provided? Describe.

19. What security provisions exist to prevent unauthorized file changes and unauthorized access to data?
20. What approach is used to providing data backup?
21. a. Provide a brief overall description of the documentation provided, and its organization.

b. Will the City be allowed to reproduce documentation to meet internal needs?
22. a. Describe program maintenance documentation which will be furnished.

b. Will all source code be furnished in machine-readable form?
23. What are the provisions of the warranty covering software?
24. a. Is an extended warranty, or continuing program maintenance support, available?

b. What does it cover, and what is the cost?

25. What constraints do the initial or extended warranties impose on program changes made by the City?
26.
 - a. How is software maintenance provided? (i.e. what procedure does user follow? Is telephone consultation available?)
 - b. What are the typical and "worst case" response times for software maintenance problems? (Time required to receive help which actually solves the problem.)

HARDWARE

27.
 - a. On what makes and models of hardware has the proposed software been installed?
 - b. Does the vendor currently offer these versions of the software?
28. What are the proposed system's memory requirements? (Recommend that vendors use a continuation sheet to list all software components, including systems, development, and applications software modules. For each component, provide CPU memory and random access storage requirements in bytes.) Indicate any assumptions (i.e. volumes, number of accounts) on which estimated file sizes are based.

APPENDIX C
PROPOSAL COST SUMMARY

CITY OF FORT WAYNE
REQUEST FOR PROPOSAL
UTILITY BILLING SYSTEM

APPENDIX C

PROPOSAL COST SUMMARY

TO: City of Fort Wayne
City-County Building
One Main Street
Fort Wayne, IN 46802
ATTN: Aaron Gluck

The undersigned, being familiar with the requirements of the City of Fort Wayne Utility Billing System Request for Proposal, proposes to furnish products and services to the City in accordance with that request.

The summary below reflects projected City expenses for system acquisition and implementation. It may include cost estimates for items which the undersigned does not propose to furnish and which must be obtained from another source; these items are annotated accordingly. Items not so marked will be furnished by the undersigned at indicated costs.

<u>ITEM</u>	<u>COST</u>
1. Application software and vendor-furnished support software, license.*	_____
2. Duration of application software warranty (months) _____	_____
3. Maintenance for application software for one year beyond end of warranty.	_____
4. Vendor on-site implementation support:	
User and DP training	_____
Other on-site support	_____
5. Other costs for City implementation.	_____

* Provide detail on other options, including annual license cost, in Section 4 of Cost Volume of RFP response. If software is available only under shorter term lease, include that cost in this summary and indicate the term.

In submitting this bid, it is understood that the right is reserved by the City of Fort Wayne to reject any and all bids, and to waive any informalities in bidding.

The undersigned further states that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between himself or any other interested party.

OFFICIAL ADDRESS:

PHONE:

FIRM NAME

Signature of Principal

Title

Date

DEPARTMENT REQUESTING ORDINANCE BOARD OF PUBLIC WORKS

S-82-02-06

SYNOPSIS OF ORDINANCE City Utilities Purchase Order A-010411 for an Automated

Billing System for City Utilities Operations: The bid submitted by TRES

Systems, Inc. was determined to be the best bid. The current Utility billing

system is unable to function adequately, it requires an exorbitant amount of

maintenance per year, there are a number of functions it cannot do properly.

The new system can handle any present problem and any future problem.

EFFECT OF PASSAGE City Utilities will have an Automated Billing System.

EFFECT OF NON-PASSAGE Above P.O. will not be processed.

MONEY INVOLVED (DIRECT COSTS, EXPENDITURE, SAVINGS) \$77,500.00 (offset over a
period of three years or less through reduction in operating and personnel costs)

ASSIGNED TO COMMITTEE